

Involvement of Families

- ☐ Is there an Ombudsman volunteer?
- ☐ Are family and friends encouraged to visit?
- ☐ Is privacy available for visits with residents?
- ☐ Is there a resident or family council?
- ☐ Are families encouraged to eat with residents?
- ☐ What religious services are available?

Criteria for Placement and Transfer

- ☐ What are the criteria for placement on the Special Care Unit?
- ☐ Are there written criteria for transfer to different units of the facility?
- ☐ Are there written discharge criteria for placement on the Special Care Unit?

For Information About Alzheimer’s Disease Contact:

Mid-Missouri Chapter
1121 Business Loop 70 East
Columbia, MO 65201 **(800) 693-8665**

Southwest Missouri Chapter
1500 S. Glenstone, Glen Isle Center
Springfield, MO 65804 **(800) 487-0747**

St. Louis Chapter
9374 Olive Blvd.
St. Louis, MO 63132 **(800) 980-9080**

Heartland of America Chapter
3846 West 75th St.
Prairie Village, KS 66280-0076
(800) 733-1981

Notes on Visits to Special Care Units

For More Information on Long-Term Care Facilities:
Show Me Long-Term Care
www.dhss.mo.gov/showmelongtermcare/

U.S.Government Medicare Site:
visit www.medicare.gov/ click on **Nursing Home Compare**

For more information on long-term care, call **1-800-MEDICARE (1-800-633-4227)**



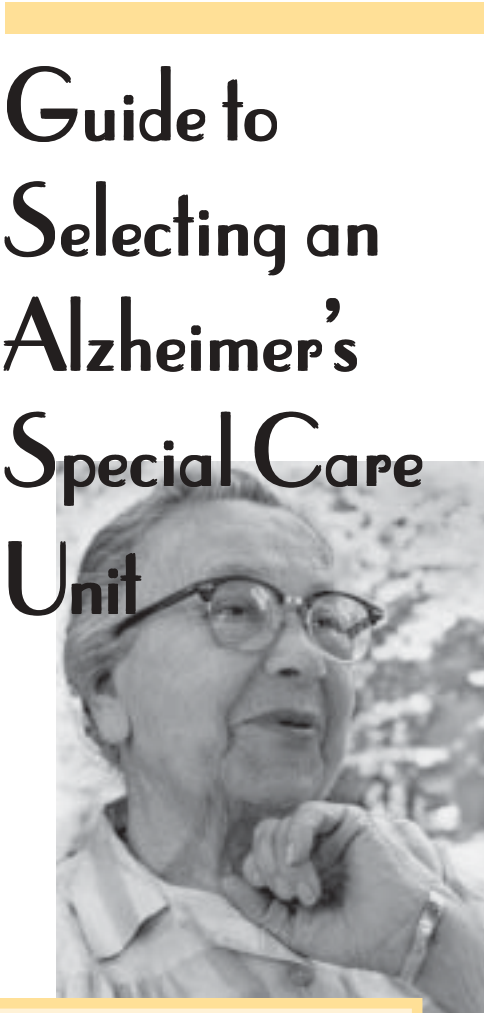
Missouri Department of Health & Senior Services
Section for Long-Term Care
PO Box 570
Jefferson City, MO 65102
573-751-3082

Missouri State Long-Term Care Ombudsman Program
PO Box 570
Jefferson City, MO 65102
1-800-309-3282

The Long-Term Care Ombudsman Program is an advocate for Resident Rights in long-term care facilities.

For hearing impaired, Call RELAY MISSOURI
Text Telephone: 1-800-735-2966
Voice: 1-800-735-2466
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Services provided on a nondiscriminatory basis.

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Special Care Units are in Long-Term Care Facilities and provide environments, programs, and staff specifically designed for the care needs of residents with Alzheimer’s Disease.

First Steps in Selecting a Special Care Unit for Your Loved One

- ➔ Plan on visiting several facilities. When you first visit a facility, ask to see the latest survey/inspection report and the facility’s Special Care Unit Disclosure form.

Facilities are required to provide these. The report and the disclosure form can give you a picture of the facility’s services.
- ➔ Visit the facility(s) at different times of the day, including meal times, and spend some time on the Special Care Unit.
- ➔ Determining answers to the following items may help you make this important decision.
- ➔ Remember: This will be your loved one’s home, would you be comfortable here?

Costs of Care and Additional Fees

- ☐ Does the Special Care Unit cost the same as care in the main facility?
- ☐ Are there extra charges?

Policies and Philosophy of Unit

- ☐ What is the facility’s restraint policy?
- ☐ Do residents look comfortable with staff?
- ☐ Is respect shown among residents and staff?
- ☐ Are staff interacting with residents?
- ☐ Do staff smile?
- ☐ Do residents appear happy?
- ☐ Does staff have a policy in place to address and resolve problems?
- ☐ Can residents purchase toilet items, newspapers, etc., on site?
- ☐ Is a telephone available to residents for private conversations?
- ☐ Do the residents from the Special Care Unit get off the unit?
- ☐ Are residents wandering in and out of rooms?

Safety and Security Measures

- ☐ Does staff respond to call lights?
- ☐ What monitoring systems are available for confused residents?

Physical Environment

- ☐ Is the facility clean and odor-free?
- ☐ Is the temperature comfortable?
- ☐ Are the floors and walls clean?
- ☐ Is there the appearance of adequate staffing?
- ☐ Is fresh water available?
- ☐ Are common areas homelike?
- ☐ Is the dining environment attractive?
- ☐ Are resident rooms a comfortable sight?

Resident Activities

- ☐ Are there structured activities and is an activity calendar available?
- ☐ Who is responsible for leading activities?
- ☐ Is there opportunity for social interaction?
- ☐ Are residents sitting alone in their rooms, or out with other residents?
- ☐ Are there activities in the evenings or on weekends?

Assessments, Care Planning and Implementation

- ☐ Is food nutritious and appetizing?
- ☐ Are the residents well groomed?
- ☐ Is assistance provided in the dining room for those who need it and is sufficient time allowed to finish the meal?
- ☐ Are Occupational Therapy, Physical Therapy, and Speech Therapy available in the facility? How are they paid for?
- ☐ Does the facility have a policy of notifying families of medication changes?
- ☐ Do residents look alert?
- ☐ Are residents dressed completely and appropriately?

Staff Training and Education

- ☐ Does staff respond to residents’ needs promptly?
- ☐ Is staff respectful of and courteous to residents?
- ☐ Is staff trained to deal with dementia?
- ☐ Is nursing staff trained to deal with problem behavior?